



Welcome to the Health Equity Forum

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

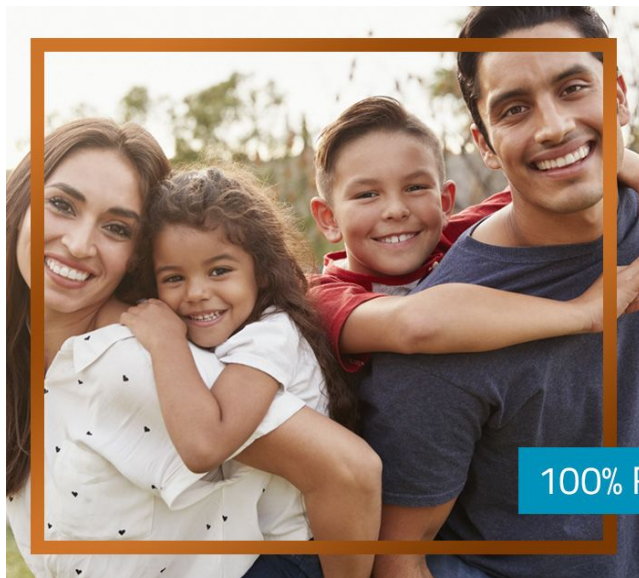
Please use the chat feature for questions or raise your hand.



Thank you.



Welcome to the Health Equity Forum



RESILIENT
Arizona

CRISIS COUNSELING PROGRAM

Call
2-1-1 

100% FREE CRISIS COUNSELING

See resilientarizona.org
for disclaimer and details.



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Welcome! We will begin shortly.

An advertisement for the Resilient Arizona Crisis Counseling Program. It features a portrait of an elderly woman with white hair and a purple top. Overlaid on the right side of the portrait is the text: "COVID-19 LEFT YOU FEELING ... STRESSED? DEPRESSED? WORRIED?". Below the portrait, a blue banner contains the text: "GET CONNECTED WITH A COUNSELOR 100% FREE & CONFIDENTIAL · STATEWIDE".

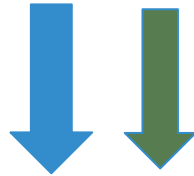
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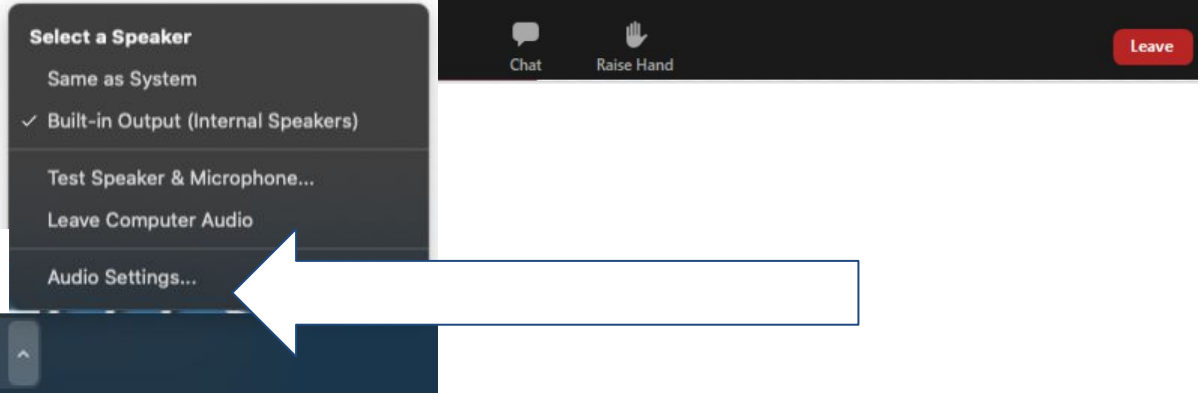
Call
2-1-1 

Zoom Webinar Controls

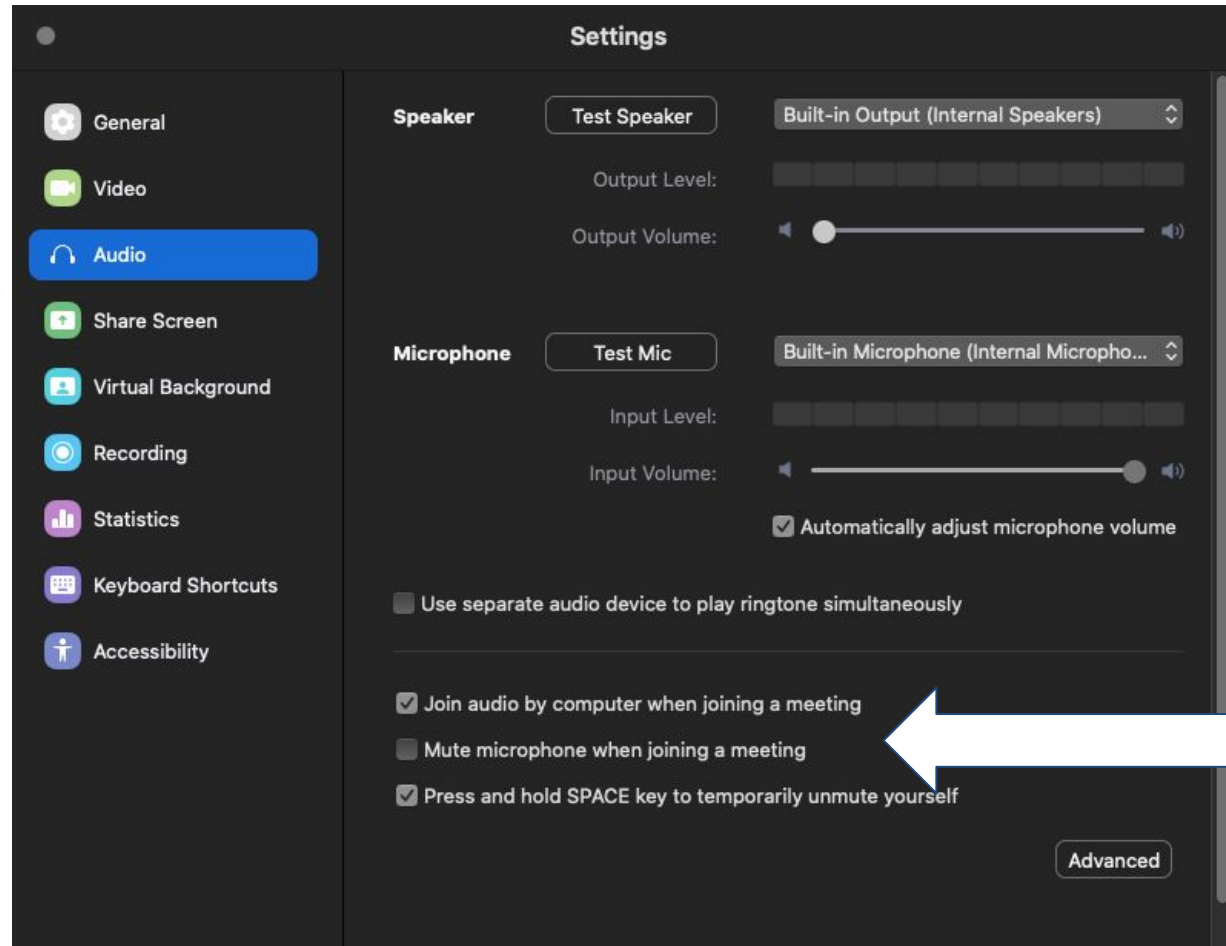
Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.



Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is titled 'Settings' and is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', and sliders for 'Output Level' and 'Output Volume'. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', and sliders for 'Input Level' and 'Input Volume'. There are also several checkboxes: 'Automatically adjust microphone volume' (checked), 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). An 'Advanced' button is located at the bottom right. A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Tips for successful ZOOM PARTICIPATION



MUTE your mic
when you're not
speaking



BACKGROUND
NOISE watch when
turning on mic



Limit the
DISTRACTIONS
around you



Look at the
CAMERA
not your screen



PREPARE & queue
docs or links that
you plan to share



Stay FOCUSED by
not texting or side
conversations



Use GALLERY
VIEW to see all
participants



Use CHAT to ask
questions or share
resources



Today's Listening Session

Discussion topics today are intended to start some conversation

We want to hear YOUR VOICES in the community on
needs you see and **solutions** we can implement



Health Equity Community Forum

Overview of Health Equity Forums

- Welcome and Brief background
- Five Community Listening sessions-
All forums will be virtual on Zoom!
 - Saturday, September 12, 2020 (10:00 a.m. - 11:30 a.m.)
 - Friday, September 18, 2020 (4:00 p.m. - 5:30 p.m.)
 - Monday, September 21, 2020 (6:00 p.m. - 7:30 p.m.)
 - Tuesday, September 29, 2020 (9:30 a.m. - 11:00 a.m.) *with live Spanish translation
 - Thursday, October 1, 2020 (1:00 p.m. - 2:30 p.m.) *focused on tribal communities
- Questions today are meant to **inspire dialogue** for actions we can take in our system
 - Examples: inform policies and/or practices at AHCCCS, health plan, and/or provider level

Brief Background

- Health Equity Committee at AHCCCS – established July 2020
- [Healthy People 2020](#) defines health equity as the “attainment of the highest level of health for all people. Achieving health equity requires valuing everyone equally with focused and ongoing societal efforts to address avoidable inequalities, historical and contemporary injustices, and the elimination of health and health care disparities”

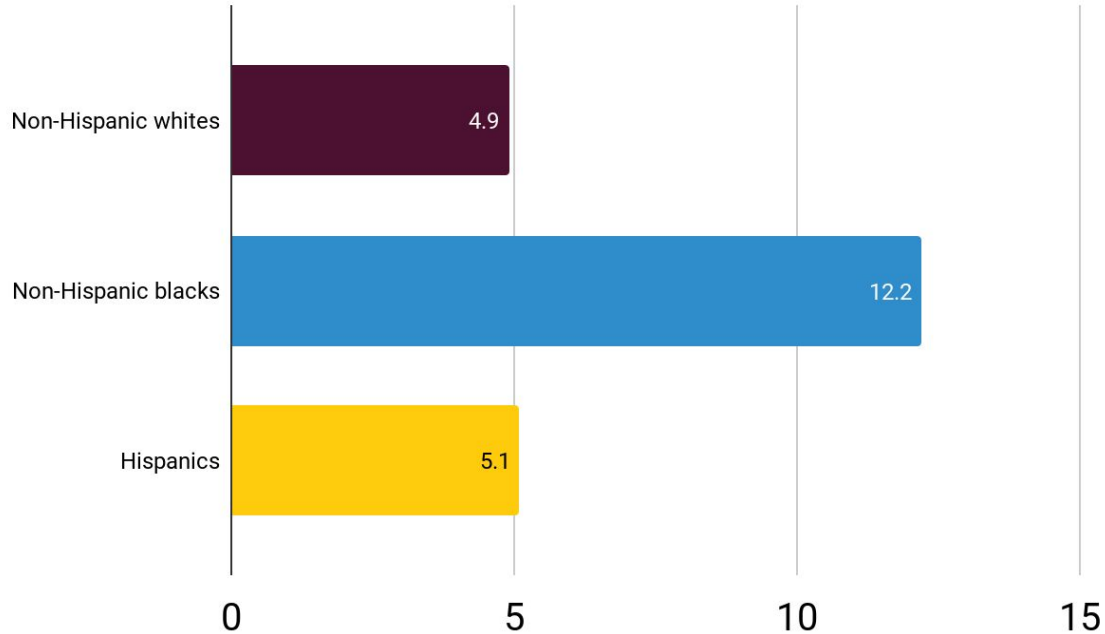


Understanding Health Disparities by Examples

Background

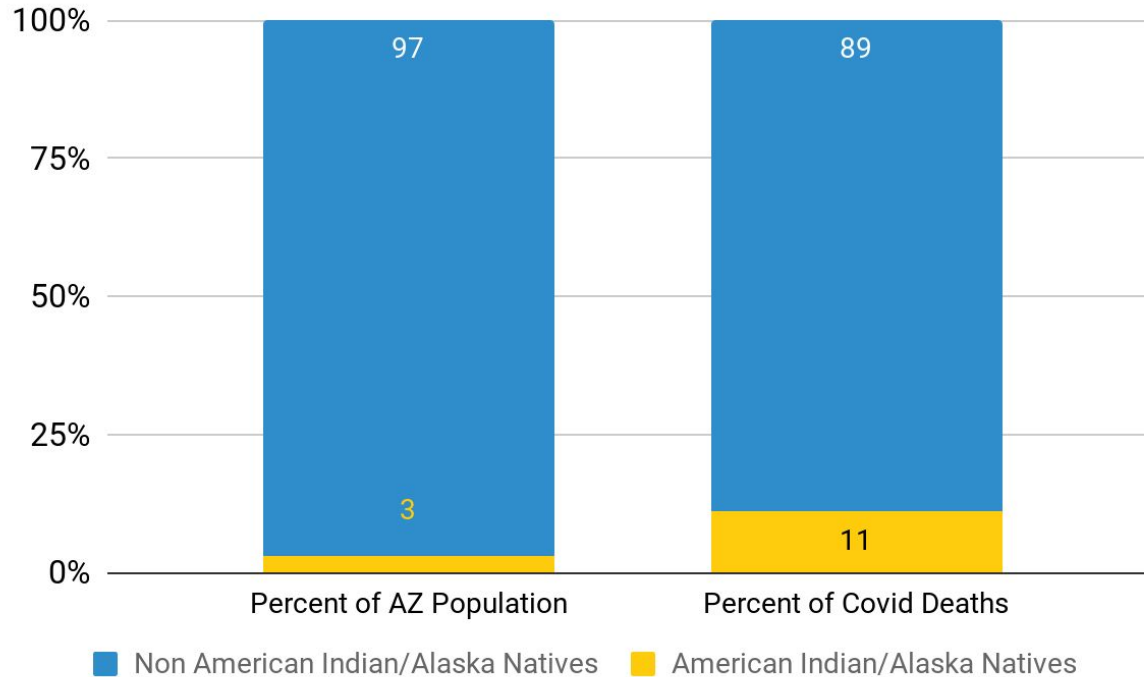
Today you will see just a few examples-
Health inequities are not just based on race and ethnicity. They can also be based on zip code, those with chronic conditions, etc.

Infant Mortality Rate



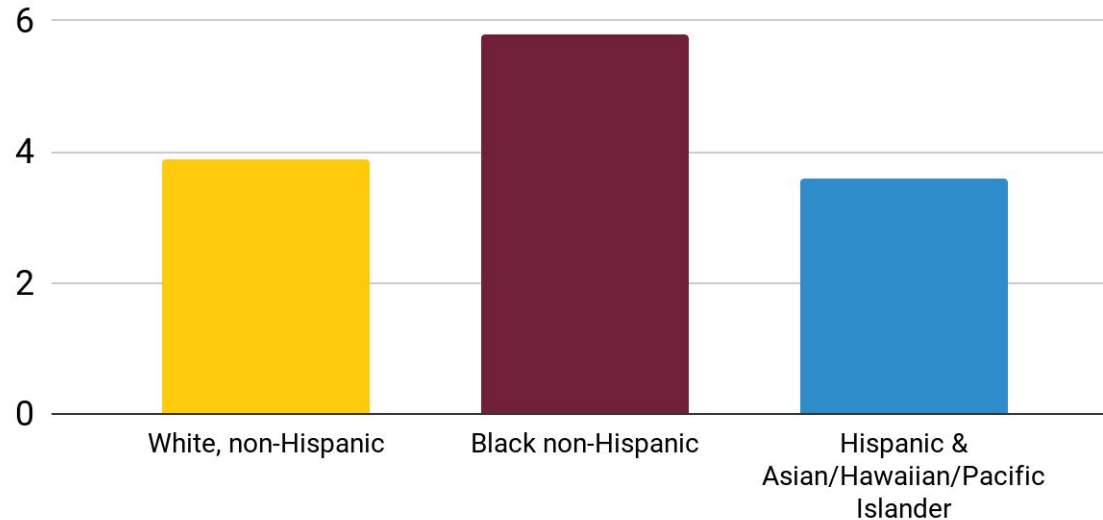
2017 data from files.kff.org/attachment/Issue-Brief-Disparities-in-Health-and-Health-Care-Five-Key-Questions-and-Answers.pdf

Covid Deaths in Arizona by Race



Poor Mental Health Days

Average number of poor mental health days in the past 30 days among adults



2017 data from files.kff.org/attachment/Issue-Brief-Disparities-in-Health-and-Health-Care-Five-Key-Questions-and-Answers.pdf



Behavioral and Physical Health Services

Let's hear from you....

Behavioral and Physical Health Services



- Does your provider offer telehealth services and are you interested in receiving services this way?
- Do you feel your provider understands your race & culture?
- Is the environment at your provider comfortable and welcoming to you?

Behavioral and Physical Health Services

- Is there a language barrier between you and your healthcare providers?
- Do you feel safe and comfortable talking with your provider about your health care needs, symptoms, concerns?
- Also does your provider explain medications and treatments in a way that makes sense to you?



Behavioral and Physical Health Services



- Are you treated respectfully by your providers and their staff?
- Has your mental and/or physical health been impacted by the pandemic? And are you aware of resources to help manage any issues you may be experiencing due to the pandemic?



Accessing Health Care

Let's hear from you....

Accessing Health Care

- Are you able to make and keep appointments with your health care provider and/or case manager, whether in person or telehealth?
- Are you able to take time off work to attend health care appointments?
- Do you feel there is a stigma to accessing healthcare/taking time off work to go to health care appointments?
- Are the hours of operation of your healthcare provider convenient for you?



Environment and Safety

Let's hear from you....

Environment and Safety



- Do any safety concerns prevent you from seeking healthcare? The clinic location? Taking transportation?
- Are there any fears that may prevent you from seeking health care?
- Please let us know what helps or does not help in regards to the environment at provider locations (both inside and outside their locations)

Wrap- Up

- Questions/Comments
- Health Equity website-coming soon!
- Thank you for your time and insight
- Feel free to also submit comment to us by emailing markay.adams@azahcccs.gov

**YOUR INPUT
MATTERS**





Thank you!